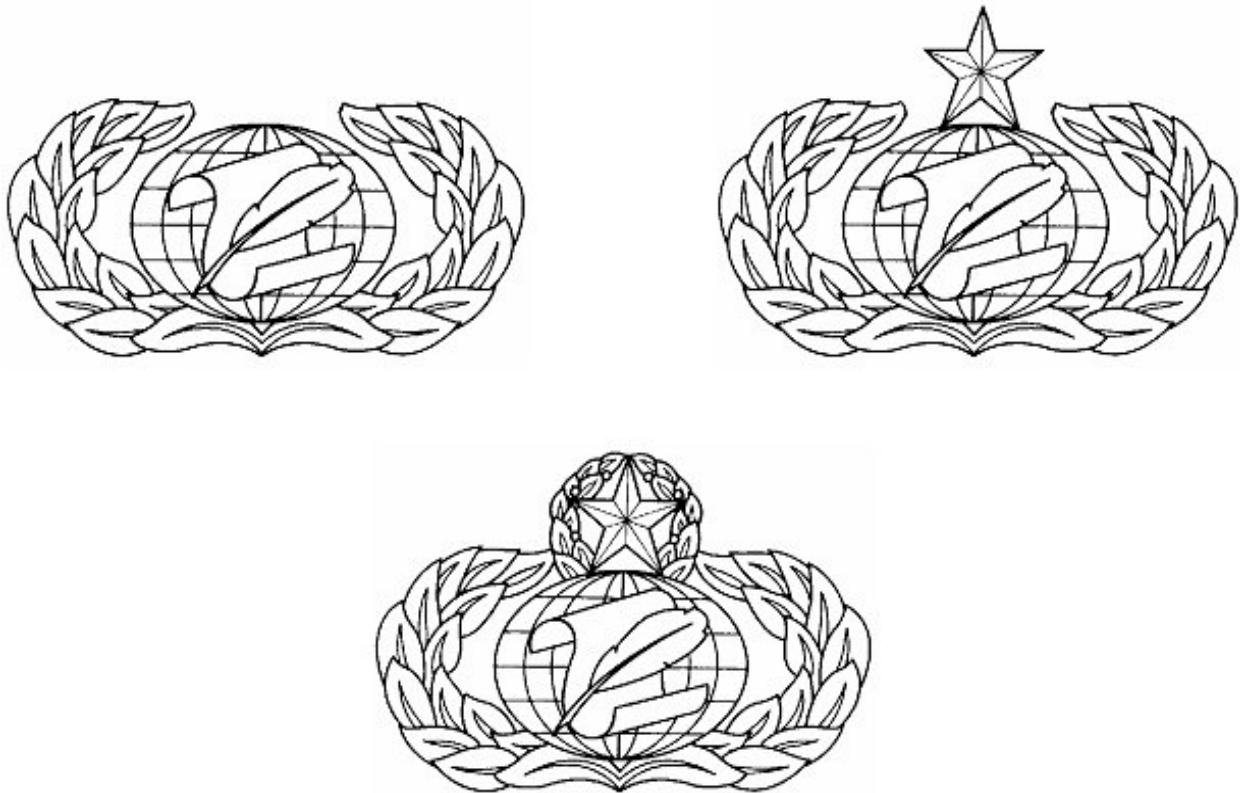


DEPARTMENT OF THE AIR FORCE
Headquarters US Air Force
Washington DC 20330-1030

CFETP 3A0X1
Parts I and II
15 June 2008

AFSC 3A0X1 KNOWLEDGE OPERATIONS MANAGEMENT



CAREER FIELD EDUCATION AND TRAINING PLAN

ACCESSIBILITY: Publications and forms are available on the e-publishing website at <http://www.e-publishing.af.mil/> for downloading or ordering.

RELEASABILITY: There are no releasability restrictions on this publication.

**KNOWLEDGE OPERATIONS MANAGEMENT
AFSC 3A0X1
CAREER FIELD EDUCATION AND TRAINING PLAN (CFETP)**

TABLE OF CONTENTS

PART I

Preface	1
Abbreviations/Terms Explained	2
Section A - General Information	8
Purpose of the CFETP	
Use of the CFETP	
Coordination and Approval of the CFETP	
Section B - Career Field Progression and Information	9
Specialty Description	
Knowledge Operations Management Apprentice/Journeyman	
Knowledge Operations Management Craftsman	
Knowledge Operations Management Superintendent/Knowledge Operations Management Chief	
Enlisted Manager	
Skill/Career Progression	
Apprentice (3-Level) Training	
Journeyman (5-Level) Training	
Craftsman (7-Level) Training	
Superintendent (9-Level) Training	
Chief Enlisted Manager (CEM) Training	
Training Decisions	
Community College of the Air Force Academic Programs	
Career Field Path	
Education and Training Path Table	
Section C - Skill Level Training Requirements	20
Purpose	
Specialty Qualification Requirements	
Apprentice (3-Level) Training	
Journeyman (5-Level) Training	
Craftsman (7-Level) Training	
Superintendent (9-Level) Training	
Section D - Resource Constraints	24
Purpose	
Apprentice (3-Level) Training	
Journeyman (5-Level) Training	
Craftsman (7-Level) Training	
Section E - Transition Training Guide	25

Supersedes CFETP 3A0X1, 1 March 2005, Change 1 dated 1 Oct 07, and Change 2 dated 14 Dec 07
OPR: 336 TRS/TRR, SMSgt Watkins
Certified By: SAF/XCTF, CMSgt Hale
Pages: 51

Part II

Section A - Specialty Training Standard	26
Section B - Course Objective List	47
Section C - Support Materials	47
Air Force Job Qualification Standards and Air Force Qualification Training Packages	
Section D - Training Course Index	47
Purpose	
Air Force In-Residence Courses	
Air Force Institute for Advanced Distributed Learning (AFIADL) Courses	
Exportable Courses	
Section E - MAJCOM Unique Requirements	48
Section F - Recommended Reading List	48

**KNOWLEDGE OPERATIONS MANAGEMENT
AFSC 3A0X1
CAREER FIELD EDUCATION AND TRAINING PLAN**

PART I

Preface

1. We are all Airmen, first and foremost, as highlighted in our Airman's Creed. As Knowledge Operations Managers, we are masters of our craft and facilitate the delivery of decision-quality information to enable precision effects. To this end, all Knowledge Operations Managers must be able to summarize their contribution to the AF mission to fly and fight in air, space, and cyberspace:

***I am an American Airman.
I connect people, improve processes,
and exploit technology to facilitate the
delivery of decision-quality information to
produce business or operational advantages.***

2. The increasing demand for relevant, timely decision-quality information, an evolution to a knowledge-centric landscape, and an evolving expeditionary environment requires vision, strategy, and attentiveness to ensure a skilled knowledge-based operations workforce delivers accurate, relevant, secure, timely, usable, and integrated information and knowledge to the warfighter. Declining resources, expanding diversity of mission, and ever-changing technologies in the Air Force are impacting the availability of our most valuable resource--people. These factors will continue to exist in the future, making it essential for the workforce to be effectively and efficiently trained to perform duties within their Air Force Specialty (AFS). To meet the challenges of tomorrow, the Air Force must place an emphasis on career field training. This Knowledge Operations Management (KOM) Career Field Education and Training Plan (CFETP) is a comprehensive education and training document that identifies life-cycle training and education requirements, support resources, and minimum core task requirements for Knowledge Operations Managers. The CFETP will assist personnel with a "continuum of learning" path to success.

3. This CFETP documents the career field training program and consists of two parts. Use both parts to plan, manage, and control training within the career field.

3.1. Part I is a detailed overview of the KOM career field. Section A contains information on the CFETP purpose and use. Section B include specialty progression information, to include a specialty description, skills and career progression, training decisions, and Community College of the Air Force information. Section C defines skill-level training requirements. Sections D and E lists any training resource constraints or transition training information.

3.2. Part II provides the information necessary to manage training. It includes the 1-, 3-, 5- and 7-level Specialty Training Standard (STS). Supervisors also use the STS to conduct graduate evaluations. Part II further identifies training resources available to support Knowledge Operations Managers progression. At unit level, supervisors and trainers use Part II to identify, plan, and conduct training commensurate with the overall expectations of this plan.

Abbreviations/Terms Explained

This section provides a common understanding of the terms applicable to the Knowledge Operations Management Career Field Education and Training Plan.

Advanced Training. Formal course that provides individuals who are qualified in one or more positions of their Air Force Specialty (AFS) with additional skills and knowledge to enhance their expertise in the career field. Training is for selected career Airmen at the advanced level of the AFS (AFI 36-2201V3).

Air Force Enlisted Classification Directory (AFECD). The official directory for all military enlisted classification descriptions, codes, and identifiers. Establishes the occupational structure of the Air Force enlisted force. The occupational structure is flexible to permit enlisted personnel to specialize and develop their skills and abilities while allowing the Air Force to meet changing mission requirements. Individual enlisted personnel have a joint responsibility with commanders and supervisors at all levels to fully develop their abilities consistent with Air Force needs and within the established patterns of specialization. Replaced AFMAN 36-2108.

Air Education and Training Command (AETC). AETC recruits new people into the US Air Force and provides them with military, technical, and flying training. AETC also provides precommissioning, professional military, and continuing education. AETC is responsible for the free world's largest training system.

Air Force Career Field Manager (AFCFM). The Air Force focal point for the designated career field within a functional community. Serves as the primary advocate for the career field, addressing issues and coordinating functional concerns across various staffs. Responsible for the career field policy and guidance (AFI 36-2201V3).

Air Force Job Qualification Standard (AFJQS). A comprehensive task list that describes a particular job type or duty position. Supervisors use the AFJQS to document task qualification. The tasks on AFJQSs are common to all personnel serving in the described duty position. AFJQS's are officially posted at <https://wwwmil.keesler.af.mil/81trss/qflight/index.htm>.

Air Force Qualification Training Package (AFQTP). An instructional document designed for use at the unit to qualify or aid qualification in a duty position, program, or on a piece of equipment. It may be printed, computer-based, or other audiovisual media. AFQTP's are officially posted at <https://wwwmil.keesler.af.mil/81trss/qflight/index.htm>.

Air Force Specialty Code (AFSC). Alphanumeric identifiers of occupational specialties of Airmen and their skill levels: helper (1 level), apprentice (3 level), journeyman (5 level), craftsman (7 level) or superintendent (9 level).

Career Field Education and Training Plan (CFETP). A comprehensive core training document that identifies: life-cycle education and training requirements; training support resources, and minimum core task requirements for a specialty. The CFETP aims to give personnel a clear path and instill a sense of industry in career field training. It is the formal training contract between the AFCFM and AETC for formal accession and life-cycle skills training (AFI 36-2201V3). CFETPs are officially posted at <http://www.e-publishing.af.mil/>.

Certification. A formal indication of an individual's ability to perform a task to required standards.

Certifying Official. A person assigned by the commander to determine an individual's ability to perform a task to required standards.

Chemical, Biological, Radiological, Nuclear, and High-Yield Explosive (CBRNE) Task Qualification Training (TQT). CBRNE TQT ensures personnel maintain proficiency in performing mission-critical tasks in a CBRNE environment. See AFI 10-2501 and AFMAN 10-2602 for additional information/requirements.

Chief Enlisted Manager (CEM) Code. CEM codes identify all chief master sergeant positions in the Enlisted Classification Structure. They also identify chief master sergeants who, through extensive experience and training, have demonstrated managerial ability to plan, direct, coordinate, implement, and control a wide range of work activity. Some managerial duties and responsibilities that are common to all chief enlisted managers are: managing and directing personnel resource activities; interpreting and enforcing policy and applicable directives; establishing control procedures to meet work goals and standards; recommending or initiating actions to improve functional operation efficiency; planning and programming work commitments and schedules; developing plans regarding facilities, supplies, and equipment procurement and maintenance.

Collaborative Tools. Collaboration is the interaction among two or more individuals encompassing a variety of behaviors, including communication, information sharing, coordination, cooperation, problem-solving and negotiation. Collaborative tools consist of various web-based technologies including advanced white boarding, groupware, and facilitation. Collaborative capabilities assist significantly with managing information throughout its lifecycle and enable Air Force members to perform most office-oriented and operational communication tasks from their desktops.

Command, Control, Communications, and Computer Systems (C4). Integrated systems of doctrine, procedures, organizational structures, personnel, equipment, facilities, and communications designed to support a commander's exercise of command and control through all phases of the operational continuum.

Computer Based Training (CBT). A forum for training where a student learns by executing special training programs on a computer.

Content Management (CM). A set of processes and technologies supporting the evolutionary life cycle of digital information. This digital information is often referred to as [content](#) or, to be precise, digital content. Digital content may take the form of text, such as documents, multimedia files, such as audio or video files, or any other file type that follows a content life cycle that requires management.

Continuation Training. Additional advanced training that exceeds the minimum upgrade training requirements and emphasizes present or future duty assignments (AFI 36-2201V3).

Core Competency. An integrated bundle of expert knowledge and organizational skills inherent to a particular career field(s) which makes a disproportionate contribution to the success of providing the right skills needed for military operations, anywhere, anytime. It cannot be duplicated by any other organization, and is critical for the future.

Core Knowledge. A general knowledge requirement identified within an Air Force specialty. This document identifies core knowledge items by a double asterisk (**), if applicable.

Core Task. Tasks the AFCFM identify as minimum qualifications for everyone within an AFSC. Core tasks may be adjusted for duty position requirements or deployment training, as determined by the AFCFM (AFI 36-2201V3). This document identifies core tasks by a "3," "5," "7," or "9" in Column 2 of the Specialty Training Standard (STS).

Course Training Standard (CTS). A task that requires specific training and certification prioritized above other tasks. Tasks may be defined as critical either through AFI, technical orders, higher headquarters, or at any level in the unit (AFI 36-2201V3).

Data Management. The process of planning, coordinating, sharing, and controlling organizations data resources (AFPD 33-3).

Document Management (DM). The process of managing documents through their life cycle: from inception through creation, review, storage, dissemination, and archival or deletion. Document management can also be a database system to organize stored documents, or a search mechanism to quickly find specific documents (AFPD 33-3).

Duty Position Tasks. The tasks assigned to an individual for the position currently held. These include, as a minimum, all core tasks that correspond to the duty position, and tasks assigned by the supervisor (AFI 36-2201V3).

Education and Training Course Announcement (ETCA). Located at <https://etca.randolph.af.mil>, the ETCA contains specific MAJCOM procedures, fund cite instructions, reporting instructions, and listings for those formal courses the MAJCOMs or field operating agencies (FOA) conduct or manage. The ETCA contains courses the AF and reserve forces conduct or administer and serves as a reference for the AF, DoD, other military services, government agencies, and security assistance programs. The ETCA replaced the course announcements found in AFCAT 36-2233, *USAF Formal Schools Catalog* (AFI 36-2201V3).

Enlisted Specialty Training (EST). A mix of formal training (technical school) and informal training (on-the-job) to qualify and upgrade Airmen in each skill level of a specialty.

Enterprise Information Management (EIM). Encompasses a set of strategies for organizational management of all aspects of enterprise data as information assets. The proper models, data architecture, application architecture, and integration vision enables using the “enterprise information asset” for strategic analysis, customer-centricity, performance and productivity analytics, and personalization, eventually providing a means for transitioning from an operational, line-of-business oriented application environment to an intelligent, learning, and agile organization.

Exportable Training. Additional training via computer assisted, paper text, interactive video, CBT, or other necessary means to supplement training (AFI 36-2201V3).

Functional Area Manager (FAM). The individual accountable for the management and oversight of all personnel and equipment within a specific functional area to support the operational planning and execution. Responsibilities include, but are not limited to, developing and reviewing policy; developing, managing, and maintaining UTCs; developing criteria for and monitoring readiness reporting; force posturing; and analysis. At each level of responsibility (Headquarters Air Force, MAJCOM, Air Component, FOA, DRU, and Unit), the FAM should be the most highly knowledgeable and experienced person within the functional area and have the widest range of visibility over the functional area readiness and capability issues (AFI 36-2201V3).

Functional Manager (FM). An individual assigned collateral responsibility for training, classification, utilization, and career development of enlisted Knowledge Operations Management personnel as required by AFI 33-101, *Communications and Information Management Guidance and Responsibilities*.

Global Command and Control System (GCCS). An automated information system designed to support deliberate and crisis planning with the use of an integrated set of analytic tools and the flexible data transfer capabilities. GCCS will become the single C4I system to support the warfighter from foxhole to command post.

Global Combat Support System – Air Force (GCSS-AF). An enterprise infrastructure program established to develop, integrate, and deploy combat support information capabilities. The mission of GCSS-AF is to provide timely, accurate, and trusted Agile Combat Support (ACS) information to Joint and Air Force commanders, their staffs, and ACS personnel at all ranks and echelons, with the appropriate level of security needed to execute the Air Force mission throughout the spectrum of military operations. GCSS-AF is the means by which ACS functional systems will be modernized and integrated to improve business processes supported on a single robust network-centric infrastructure. In addition to integrating combat support applications, GCSS-AF also provides core enterprise services such as a common user presentation through the AF Portal, Enterprise Information Management (Workflow, Records Management, Document Management, Knowledge Management, and Collaboration), and an enterprise data warehouse.

Global Information Grid (GIG). The globally interconnected, end-to-end set of information capabilities, associated processes, and personnel for collecting, processing, storing, disseminating and managing

information on demand to warfighters, policy makers, and support personnel. The GIG includes all owned and leased communications and computing systems and services, software (including applications), data, security services, and other associated services necessary to achieve Information Superiority. The GIG supports all Department of Defense, National Security, and related Intelligence community missions and functions (strategic, operational, tactical, and business), in war and in peace. The GIG provides capabilities from all operating locations (bases, posts, camps, stations, facilities, mobile platforms, and deployed sites). The GIG provides interfaces to coalition, allied, and non-DOD users and systems.

Initial Skills Training. A formal school course that results in an AFSC 3-skill level award for enlisted (AFI 36-2201V3).

Information Life Cycle. Typically characterized as creation or collection, processing, dissemination, use, storage, protection, and disposition.

Information Management (IM). The planning, budgeting, manipulating, and controlling of information throughout its life cycle. (Note: The information life cycle is typically characterized as creation or collection, processing, dissemination, use, storage, protection, and disposition.) (DoDD 8000.1) Joint Publication 3-0 further defines IM as the function of managing an organization's information resources by the handling of knowledge acquired by one or many different individuals and organizations in a way that optimizes access by all who have a share in that knowledge or a right to that knowledge.

Information Resources Management (IRM). The process of managing information resources to accomplish agency missions and to improve agency performance, include through the reduction of information collection burdens on the public (AFPD 33-1).

Information Management Training Advisory Group (ITAG). A forum chaired by the AFCFM to address training management issues affecting the communications and information community. The ITAG reviews current IM training concerns and successes, and coordinates training initiatives. Additionally, the group sets IM training goals and priorities; reviews training programs impacting the communications and information community, including ancillary training, and recommends changes to formal and informal supplemental courses; evaluates emerging training, and training tracking, technologies; and reviews IM-specific aspects of the network certification program for effectiveness.

Knowledge Management (KM). The handling, directing, governing, or controlling of natural knowledge processes (acquire/validate, produce, transfer/integrate knowledge) within an organization in order to achieve the goals and objectives of the organization. KM seeks to make the best use of the knowledge available to an organization, creating new knowledge, and increasing awareness and understanding in the process. KM can also be defined as the capturing, organizing, and storing of knowledge and experiences of individual workers and groups within an organization and making this information available to others in the organization (AFPD 33-3).

Knowledge Training. Training used to provide a base of knowledge for task performance. It may also be used in lieu of task performance when the training capability does not exist. Learning gained through knowledge rather than hands-on experience (AFI 36-2201V3).

Master Task List (MTL). A comprehensive list (100%) of all tasks performed within a work center and consisting of the current CFETP or AFJQS and locally developed AF Forms 797 (as a minimum). Should include tasks required for deployment and/or UTC requirements (AFI 36-2201V3).

Master Training Plan (MTP). A comprehensive strategy for ensuring completion of all work center job requirements. The MTP includes a Master Task Listing and provides specific milestones for task, CDC completion, and prioritizes deployment/UTC, home station training tasks, upgrade, and duty qualification tasks.

Occupational Survey Report (OSR). A detailed report showing the results of an occupational survey of tasks performed within a particular AFSC. This data is used to develop the 3A Specialty Knowledge Test

(SKT). Surveys are conducted by the Air Force Occupational Measurement Squadron ([https://www-r.omsq.af.mil/](https://www.r.omsq.af.mil/)).

On-the-Job Training (OJT). Hands-on, over-the-shoulder training conducted to certify personnel in both upgrade (skill level award) and job qualification (duty position certification) training.

Qualification Training. Hands-on performance training designed to qualify personnel in a specific position. This training occurs both during and after upgrade training to maintain up-to-date qualifications (AFI 36-2201V3).

Records Management. The planning, controlling, directing, organizing, training, promoting, and other managerial activities involved in records creation, maintenance and use, and disposition in order to achieve adequate and proper documentation of the policies and transactions of the Federal Government and effective and economical management of agency operations (AFPD 33-3).

Skill Progression Training. Training toward a portion of an AFS without a change in AFSC. It is formal training on equipment, methods, and technology that are not suited for OJT and not included in AFS upgrade training.

Specialty Training Standard (STS). An Air Force publication that describes an Air Force specialty in terms of tasks and knowledge that an Airman may perform or to know on the job. Also identifies the training provided to achieve a 3-, 5-, or 7-skill level within an enlisted AFS. It further serves as a contract between AETC and the functional user to show which of the overall training requirements for an Air Force Specialty Code (AFSC) are taught in formal schools and correspondence courses (AFI 36-2201V3).

Standard. An exact value, a physical entity, or an abstract concept established and defined by authority, custom, or common consent to serve as a reference, model, or rule in measuring quantities or qualities, establishing practices or procedures, or evaluating results. It is a fixed quantity or quality.

Training Business Area (TBA). A net-centric, GCSS-AF web-based training application that provides Air Force warfighters with global, real-time visibility into qualifications, certifications, and training status of communications professionals across the AF. TBA supports base, wing, and work center training management activities by automating business processes and capabilities to eliminate paper-based practices. The system centralizes management of training task data, provides user access to CFETPs/JQSSs, and increases security through a single AF Portal log on. TBA replaced the Integrated Maintenance Data System (IMDS) as the automated training tool of choice for maintaining automated training for communication and information personnel.

Training Planning Team (TPT). Comprised of the same personnel as a Utilization and Training Workshop (U&TW), TPTs are more intimately involved in training development and the range of issues examined is greater than in the U&TW forum.

Upgrade Training. Mandatory training that leads to attainment of a higher level of proficiency (AFI 36-2201V3).

Unit Type Code (UTC). A five-character alphanumeric designator uniquely identifying each type unit in the Armed Forces (AFI 10-403).

Utilization and Training Workshop (U&TW). A forum, co-chaired by the AFCFM and the Training Pipeline Manager, of MAJCOM Air Force Specialty Code (AFSC) functional managers, Subject Matter Experts (SME), and AETC training personnel that determines career ladder training requirements.

Wartime Task. Those tasks taught when courses are accelerated in a wartime environment. These tasks are identified in the CFETP Part II, Section A, STS. In response to a wartime scenario, these tasks will be taught in the 3- level course in a streamlined training environment. These tasks are only for those career fields that still need them applied to their schoolhouse tasks (AFI 36-2201V5).

Workflow. A series of steps necessary for the initiation, tracking and delivery of services or outputs with the capability to cut across existing or future organizational boundaries. Furthermore, web-based workflow products allow electronic coordination, staffing, and task management of documents and files. They are relational to an electronic version of the Staff Summary Sheet (SSS) and other AF/DoD forms used for routing/collection of information. Automation provides the capability to suspense and track correspondence through the workflow process and provides action officers and document originators status on their packages. Provides users the capabilities to comply with structured electronic workflow processes and the flexibility to create/develop ad hoc workflow courses of actions. Future use of standardized EIM tools will enhance usability and eliminate legacy methods.

Section A - General Information

1. Purpose of the CFETP. This CFETP provides the information necessary for functional managers, training managers, supervisors, and trainers to plan, develop, manage, conduct, and document an effective and efficient career field training program. The plan outlines the training individuals in AFSC 3A0X1 must receive in order to develop and progress throughout their careers. It identifies initial skills, upgrade, qualification, advanced, and continuation training. Initial-skills training is AFS-specific training an individual receives upon entering into the AFSC. This training is provided by the 336th Training Squadron (TRS) at Keesler AFB MS. Upgrade training identifies the mandatory courses, task qualification requirements, and Career Development Course (CDC) completion required for award of the 5-, 7-, or 9-skill level. Qualification training is actual hands-on task performance training designed to qualify an Airman in a specific duty position. This training program occurs both during and after the upgrade training process. Qualification training is designed to provide the performance skills/knowledge training required to do the job. Continuation training is additional training provided to 3-, 5-, 7-, and 9-level personnel to increase their skills and knowledge beyond the minimum required for upgrade. The CFETP has several purposes:

- 1.1. Serves as a management tool to plan, develop, manage, and conduct a career field training program. Also, establishes training provided at the appropriate point in an individual's career.
- 1.2. Identifies task and knowledge training requirements for each skill level in the specialty and recommends training throughout each phase of an individual's career.
- 1.3. Lists training courses available in the specialty, identifies sources of the training, and provides the training medium.
- 1.4. Identifies major resource constraints impacting implementation of the desired career field training program.

2. Use of the CFETP. The CFETP is maintained by the 3A Air Force Career Field Manager (AFCFM). MAJCOM Functional Managers and AETC review the plan annually to ensure currency and accuracy and forward recommended changes to the AFCFM. Using the list of courses in Part II, they determine whether duplicate training exists and take steps to eliminate/prevent duplicate efforts. Training managers at all levels use the plan to ensure a comprehensive and cohesive training program is available for each individual in the career ladder.

2.1. Unit level training managers and supervisors manage and control progression through the career field by ensuring individuals complete the mandatory training requirements for upgrade specified in this plan and supplemented by their MAJCOM. The list of courses in Part II is used as a reference for planning continuation or career enhancement training.

2.2. Submit recommended CFETP improvements/corrections to the AFSC Training Manager at 336 TRS/TRR, 108 Phantom Drive, Keesler AFB MS 39534-2235 or call DSN 597-7783.

3. Coordination and Approval of the CFETP. The AFCFM is the approval authority. MAJCOM representatives and AETC training personnel coordinate on the career field training requirements. The AETC training manager initiates an annual review of this document by AETC and MAJCOM functional managers to ensure the CFETP's currency and accuracy by using the list of courses in Part II to eliminate duplicate training.

Section B - Career Field Progression and Information

4. Specialty Description. This information supplements the information presented in the Air Force Enlisted Classification Directory ([AFECD](#)).

CEM Code 3A000, Chief Enlisted Manager

AFSC 3A051, Journeyman

AFSC 3A091, Superintendent

AFSC 3A031, Apprentice

AFSC 3A071, Craftsman

AFSC 3A011, Helper

4.1. Specialty Summary. Deploys, sustains, and manages data, information, and knowledge-sharing services in a fixed and expeditionary environment. Includes planning, coordinating, sharing, and controlling an organization's data and information assets. Manages technologies to capture, organize, and store tacit and explicit knowledge. Performs, supervises, and manages client software and hardware tasks and functions.

4.2. Duties and Responsibilities: The duties and responsibilities of knowledge operations managers are arranged below starting with items that generally apply to all skill levels within the AFSC and proceeding to items that apply to higher skill levels.

4.2.1. Performs data management. Manages process of planning, coordinating, managing, sharing, and controlling organization's data assets. Updates or uses data vocabularies and metadata catalog, enabling data to be accessed, tagged, and searched regardless of physical location, media, source, owner, or other defining characteristics. Categorizes and specifies how to represent objects, concepts, and other entities based on relevance and application to support specific organizational objectives. Interfaces or assists Communities of Interest. Structures data and information for a specific purpose in a specific context for collaborative groups of users who must exchange information in pursuit of their shared goals, interests, missions or business processes. Manages databases for the storage, modification, and retrieval of information to produce reports, answer queries, and record transactions. Uses or assists users with using authoritative data sources, data services, and presentation layer to deliver information to support processes.

4.2.2. Performs information management functions. Conducts information analyses to determine proper flow and life-cycle management of information, regardless of medium. Operates information systems to create, collect, process, disseminate, use, store, protect, and dispose of information. Develops, provides, and educates users on workflow capabilities and tools to comply with structured electronic processes and flexibility to create/develop ad hoc courses of actions. Manages timeliness, accuracy, and maintenance of published content. Approves and publishes content through automated publishing tools. Oversees organizations' compliance and management of AF Portal and collaboration tools. Manages publications and forms development, design, control, storage, acquisition and dissemination. Provides guidance to ensure publications and forms meet prescribed style, format, and legal and statutory requirements. Focal point for Internet and e-mail management and use policies. Creates manual and electronics file plans. Applies file cutoff procedures and disposes of and retrieves records. Operates and manages records information management system and records staging areas. Complies with Privacy Act (PA) and Freedom of Information Act (FOIA) procedures and provides assistance to ensure others comply. Provides guidance and assistance on common, standard electronic communications applications and establishes policy, processes, and procedures for document management, collaboration, and workflow. Operates Official Mail Center. Develops installation information/knowledge management plans.

4.2.3. Manages knowledge services. Serves as consultant/liaison for overall data, information, and knowledge planning and integration; identifies and analyzes data, information, and knowledge requirements to facilitate delivery of decision-quality information to commanders. Uses and manages technologies to capture, organize, and store activities/experiences, leveraging collaborative knowledge across disparate organizations. Promotes interaction among two or more individuals encompassing a variety of behaviors, including communication, information sharing, coordination, cooperation, problem-solving, and negotiation. Assesses, develops and manages desktop common-operating pictures/dashboards.

4.2.4. Performs client support administration (client-level information technology support) functions. Manages hardware and software. Performs configuration, management, and initial diagnostics of information systems. Coordinates and documents information systems repairs. Runs system diagnostics and determines cause of hardware and software failures. Removes and replaces components and peripherals to restore system operation. Installs and configures software operating systems and applications. Provides customer service to assist in operation, restoration, and configuration of information systems. Monitors and manages information system security programs. Reports security incidents and formulates and applies corrective security procedures.

4.2.5. **Knowledge Operations Management Functional Manager (FM) duties** (AFI 33-101, *Communications and Information Management Guidance and Responsibilities*). Appointed by the senior communications and information officer (normally the communications squadron commander) or equivalent for tenant units, GSUs and other organizations with 10 or more 3A0X1's assigned. The 3A0X1 FM is normally the highest-ranking 3A0X1 at the respective location. Advises squadron, group, and wing commanders on 3A0X1 utilization and training issues. Assigned collateral responsibility for training, classification, utilization, and career development of enlisted Knowledge Operations Management personnel. Ensures depth and breadth of career field training, experience, and development by rotating information managers through a variety of jobs, duty positions, activities, and/or organizations. Communicates and coordinates with MAJCOM 3A0X1 Functional Manager. This position serves at the operational level.

4.2.6. **Chief Enlisted Managers (CEM)**. Personnel attaining the rank of Chief Master Sergeant are assigned broad ranging duties in directing and managing a diverse range of communications and information functions including: controlling and facilitating work load and project assignments for individuals, large groups, and work centers; planning and programming for strategic, wartime, and contingency requirements to support mission needs; budgeting and manpower planning; supervising or superintending major organizational elements; advising and assisting senior leadership with mission requirements and communications and information enlisted corps issues and concerns. Two unique CEM positions are:

4.2.6.1. **MAJCOM Functional Manager (MFM) for Knowledge Operations Management** (AFI 36-2201, Volumes 1-6, *Air Force Training Program*; AFI 36-2101, *Classifying Military Personnel (Officers and Airmen)*; Air Force Enlisted Classification Directory). Appointed by the MAJCOM Director of Communications (A6) or equivalent. Advises the MAJCOM/A6 and staff on 3A0X1 utilization and training issues. Serves as the MAJCOM voting representative during career field Utilization and Training Workshops. Assists in gathering inputs and data to complete enlisted grade allocation for Career Progression Group (CPG) reviews. Provides guidance to subordinate units on 3A0X1 personnel issues. Assists with the dissemination of information regarding Air Force and career field policies, plans, programs, and procedures to subordinate units. Assists in identifying qualified subject matter experts to help with the development of Specialty Knowledge Tests (SKT) and the Career Development Course (CDC). Acts as the primary MAJCOM reviewer on CDC training and classification waiver request packages. Coordinates on all MAJCOM 3A0X1 staffing and manpower issues.

4.2.6.2. **Air Force Career Field Manager (AFCFM) for the Knowledge Operations Management Career Field** (AFPD 36-22, *Military Training*; AFI 36-2201, Volumes 1-6, *Air Force Training Program*; AFI 36-2101, *Classifying Military Personnel (Officers and Airmen)*; Air Force Enlisted Classification Directory). Appointed by the Air Force Chief of Warfighting Integration and Chief Information Officer (SAF/XC). Advisor to the SAF/XC on all matters affecting the Knowledge Operations Management career field. Communicates directly with MFMs and AETC Training Managers to disseminate Air Force and career field policies and program requirements. Ensures development, implementation, and maintenance of the CFETP. Serves as the chairperson for the U&TW and uses it as a forum to determine and manage career field education and training requirements, as they apply to mission needs. Possesses final authority to waive CFETP requirements, including CDCs. Assists AETC training managers and course supervisors with planning, developing, implementing, and maintaining all AFSC-specific training courses. Assists in the development of AFSC-related manpower standards.

5. Skills and Career Progression. Adequate training is essential to timely progression of personnel from apprentice to superintendent skill levels and plays an important role in the Air Force's ability to accomplish its mission. Everyone involved in training must do their part to plan, manage, and conduct effective training programs. The guidance provided in this part of the CFETP and the [3A0X1 Education and Training Path](#) table will ensure individuals receive viable training at appropriate points in their careers. Airman should also review career progression information tailored to their grade and AFSC on My Enlisted Development Plan (MyEDP), accessible through the AFP. Mandatory requirements for upgrade training to each skill level are covered in [Section C](#).

Apprentice (3-Level) Training
Upon completion of initial skills training, a trainee will work with a trainer to enhance their knowledge and skills.
Utilize CDCs, AFJQSSs, AFQTPs, and other exportable courses to progress in the career field.
Once task qualified, a trainee may perform the task unsupervised.
Journeyman (5-Level) Training
Enter into continuation training to broaden experience base.
May be assigned job positions such as team leader and shift supervisor.
Attend the Airman Leadership School (ALS) after serving 48 months in the Air Force or selection to rank of SSgt (active duty only). In-residence or correspondence course is required for Air National Guard/Air Force Reserve Command (ANG/AFRC) personnel.
Use CDCs and other references identified in the Weighted Airman Promotion Systems (WAPS) Catalog (https://www-r.omsq.af.mil/) to prepare for WAPS testing.
Pursue a Community College of the Air Force (CCAF) degree.
Craftsman (7-Level) Training
Upon the first day of notification of selection for promotion to SSgt (not the day you sew it on), contact Unit Training Manager (UTM) to be entered into upgrade 7-level training.
Expect to fill various supervisory and management positions such as NCOIC, supervisor, or trainer.
Completion of education through CCAF and higher degree programs is strongly encouraged.
Attend Noncommissioned Officer Academy (NCOA). In-residence or correspondence NCOA course is required for ANG/AFRC personnel.
Use CDCs and other references identified in the Weighted Airman Promotion Systems (WAPS) Catalog (https://www-r.omsq.af.mil/) to prepare for WAPS testing.
Completion of the following courses is highly encouraged: USAF Senior NCO Academy (SNCOA) correspondence course, Senior NCO Joint Professional Military Education (JPME) correspondence course (available via Advanced Distributed Learning Services), AFCA IM Seminar (https://private.afca.af.mil/seminars/).
Superintendent (9-Level) Training
Expect to fill positions such as superintendent and various staff positions.
Should pursue increased knowledge of budget, manpower, and personnel management.
Encourage continuing academic education. Completion of the AFCA Scope Falcon Seminar (https://private.afca.af.mil/seminars/) is also highly encouraged.
Resident graduation of USAF SNCOA is required for promotion to CMSgt. In-residence or correspondence SNCOA course required for ANG/AFRC personnel.
Chief Enlisted Manager (CEM) Training
CEMs work in a variety of similar jobs and functional areas where general managerial and supervisory abilities can be most effectively used and challenged.
Expected to fill positions such as superintendents, and various staff positions.
Attend the Chief Leadership Course (CLC) (https://www.afsl.hq.af.mil/dpe/clc.htm).

6. Training Decisions. This CFETP was developed to encapsulate an entire spectrum of training requirements for the Knowledge Operations Management career field, using a building block approach (simple to complex). Included in this spectrum was the strategy of when, where, and how to meet the training requirements. The strategy must be apparent and affordable to reduce duplication and eliminate a disjointed approach to training.

6.1. The following training decisions were made by members of the 20-22 March 2007 Utilization and Training Workshop:

6.1.1. The Information Management career field will be renamed to Knowledge Operations Management to reflect the change core competencies required of members of the 3A0X1 career field.

6.1.2. A Knowledge Operations Management ethos was crafted to summarize a knowledge operations manager's contribution to the AF mission to fly and fight in air, space, and cyberspace.

6.1.3. The number of terms in Part 1 of the CFETP were reduced to focus the terms on training and education terms and a few, select Knowledge Operations Management applicable terms.

6.1.4. The AFSC duties and responsibilities (Section B) were revised to reflect the emerging duties and responsibilities of the career field.

6.1.5. The skills and career progression table (Section B) was modified to depict the training and education required for each skill level.

6.1.6. The career field pyramid was updated, to include changes to the average time-in-service statistics, PME/education expectations, and recommended duty positions.

6.1.7. The specialty qualification requirements (knowledge, education, training) tables were updated to reflect the emerging duties and responsibilities of the career field.

6.1.8. The STS was restructured into five main sections: Knowledge Based Operations career field, data management, information management, knowledge management, and information technology (IT) fundamentals.

6.1.9. Core tasks are identified in the STS by a "3," "5," "7," or "9" in column 2, versus an asterisk (*). The change was incorporated to clearly identify what core tasks are applicable to the skill level to be awarded.

6.1.10. Chemical, Biological, Radiological, Nuclear, and High-Yield Explosive (CBRNE) tasks are identified on the STS, column 3. CBRNE Task Qualification Training (TQT) provides personnel the ability to maintain proficiency in performing mission-critical tasks in a CBRNE environment.

6.1.11. Requirements for an in-residence 7-level course were not included as a result of an AF/A1 decision not to fund the 7-level course in FY08 and beyond.

6.1.12. Basic computer programming knowledge and proficiency tasks were added to the STS.

6.1.13. IT fundamentals will replace the Client Support Administrator instruction block. In the future, IT fundamentals will be the baseline course all Communications and Information professionals attend.

6.1.14. OJT records will be maintained on all MSgts and below.

6.1.14. The AFCFM established the need date for the revised 5- and 7-level CDCs as of 15 May 2008.

6.2. Proficiency Training. This is job qualification training for an assigned duty position. Additional qualification training becomes necessary when personnel transfer to another duty position, the unit mission changes, a new program is established, or any time changes in techniques or procedures occur.

6.2.1 AFJQS 3A0X1-225D, *Network Professional Certification for Client Support Administrators*. This AFJQS constitutes the approved training program for personnel appointed as Client Support Administrators. The AFJQS is to be used by unit training managers, supervisors, trainers, trainees, and other training functions to plan, conduct, and document OJT for all Client Support Administrators.

6.2.2. 81 TRSS (Q-Flight) develops AFJQSs/AFQTPs to support tasks, functions, or duties relating to Communications and Information Management career fields. Completion of certain AFJQSs/AFQTPs is mandatory for personnel in upgrade or qualification training if the AFJQS/AFQTP is duty-position applicable.

7. Community College of the Air Force (CCAF) Academic Programs. Enrollment in CCAF occurs upon completion of basic military training. CCAF provides the opportunity for all enlisted members to obtain an Associate of Applied Science (AAS) degree. Refer to the AF Virtual Education Center (accessible via the AF Portal, <https://www.my.af.mil>) for CCAF credits earned for technical training courses attended. In order to be awarded a CCAF AAS degree, it must be completed before the student separates from the Air Force, retires, or is commissioned as an officer. In addition to its associate's degree program, CCAF offers the following:

7.1. Occupational Instructor Certification. The CCAF offers the Occupational Instructor Certification to instructors teaching full time in a CCAF affiliated school. To qualify, instructors must complete a 3 semester hour Instructor Methodology course, a 12 semester hour teaching internship, have 2 years teaching experience from date of teaching internship completion, hold an associate or higher degree, and be recommended by their commander/commandant.

7.2. The Information Management (1AUY) program applies to the 3A0X1 career field.

7.2.1. Degree Requirements: Individuals must hold the 5-skill level at the time of program completion.

	Semester Hours
Technical Education	24
Leadership, Management, and Military Studies	6
Physical Education	4
General Education	15
Program Electives	15
Total	64

7.2.2. Technical Education (24 semester hours): A minimum of 12 semester hours of Technical Core subjects and courses must be applied and the remaining semester hours will be applied from Technical Core/Technical Elective subjects and courses. Requests to substitute comparable courses or to exceed specified semester hour values in any subject/course must be approved in advance by the technical branch of the CCAF Administrative Center.

7.2.3. Leadership, Management, and Military Studies (6 semester hours): Professional Military Education (PME) and/or civilian management courses. See CCAF General Catalog for application of civilian management courses.

7.2.4. Physical Education (4 semester hours): Satisfied upon completion of basic military training.

7.2.5. General Education (15 semester hours): Courses must meet the criteria for application of courses to the General Education requirement and be in agreement with the definitions of applicable General Education subjects/courses as outlined in the CCAF General Catalog.

7.2.6. Program Elective (15 semester hours): Satisfied with applicable Technical Education; Leadership, Management, and Military Studies; or General Education courses, including natural science courses meeting General Education requirement application criteria. Six semester hours of CCAF degree applicable technical credit otherwise not applicable to this program may be applied.

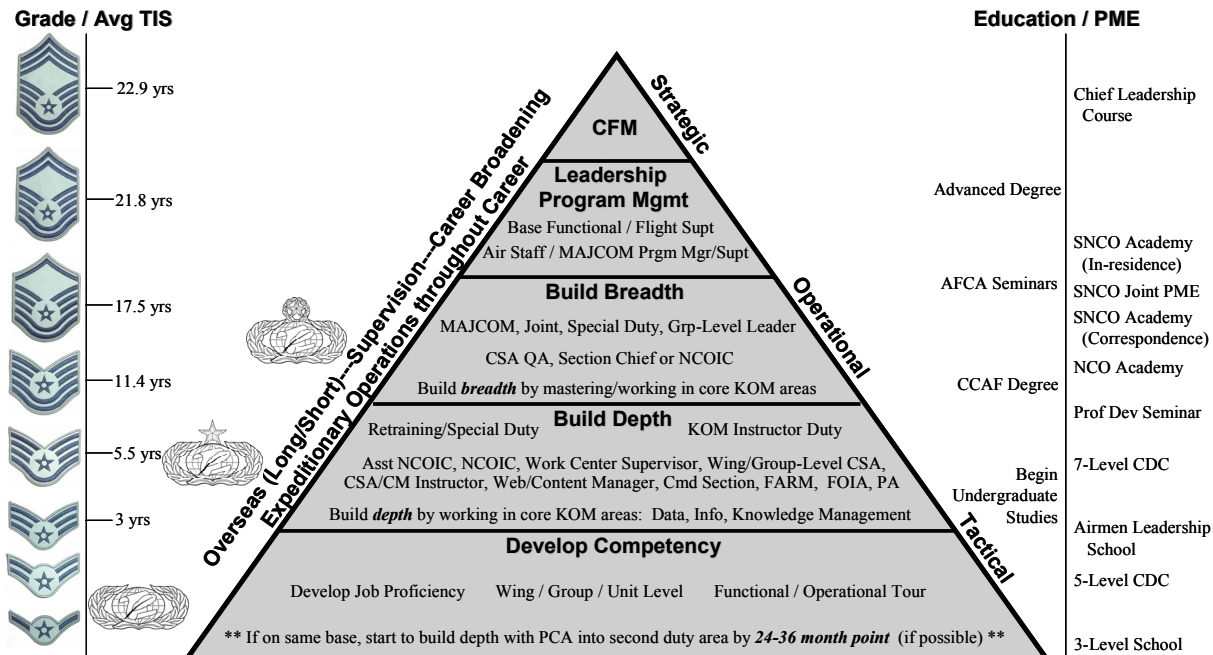
7.3. See the current CCAF General Catalog for details regarding the Associate of Applied Science in Information Management. The catalog is available at your education office or from <http://www.maxwell.af.mil/au/ccaf>.

7.4. Additional off-duty education is a personal choice that is encouraged for all. Individuals desiring to become an AETC Instructor must possess as a minimum an associate degree or should be actively pursuing an associate degree. Special Duty Assignment (SDA) requires an AETC instructor candidate to have a CCAF degree or be within 1 year of completion (45 semester hours [SH]). A degreed faculty is necessary to maintain accreditation through the Southern Association of Colleges and Schools.

8. Career Field Path.

8.1. The following summarizes career progression and personnel allocations across the career ladder. 3A0X1 personnel maintain their individual AFSC identifiers through the rank of SMSgt. Upon promotion to CMSgt, the 3A091 becomes a 3A000.

3A0X1 Career Path Chart



3A0X1, KNOWLEDGE OPERATIONS MANAGEMENT EDUCATION AND TRAINING PATH	
EDUCATION AND TRAINING REQUIREMENTS	AVERAGE SEW ON TIME AND COMMENTS
BASIC MILITARY TRAINING SCHOOL	
APPRENTICE TECHNICAL SCHOOL (3-SKILL LEVEL).....Mandatory	Amn6 months
UPGRADE TO JOURNEYMAN (5-SKILL LEVEL) Minimum 15 months OJT training (9 months for retrainees) Completion of 5-Level CDCs.....Mandatory Specific AFJQSS/AFQTPs for duties at assigned location.Mandatory AETC Supplemental training courses as determined by MAJCOM Optional	A1C 10 months SrA 3 years Earliest 28 Months HYT 12 years
AIRMAN LEADERSHIP SCHOOL (ALS) Attendance is limited to SSgt selectees or those attaining 48 months Total Active Federal Military Service (TAFMS) and who have not been selected for promotion to SSgt. Completion is mandatory before assuming the rank of SSgt. ANG/AFRC may complete by correspondence course.....Mandatory	TRAINER: Must meet trainer eligibility requirements set IAW AFI 36-2201V3, Chap 6
UPGRADE TO CRAFTSMAN (7-SKILL LEVEL) Minimum rank of SSgt. 12 months OJT training (6 months for retrainees). Completion of 7-level CDCs. Must be a 7-level to sew on TSgt.....Mandatory AETC Supplemental training courses as determined by MAJCOM Optional	SSgt 5.5 years Earliest 3 years HYT 20 years TSgt 11.4 years Earliest 5 years HYT 24 years CERTIFIER: Must meet trainer eligibility requirements set IAW AFI 36-2201V3, Chap 6
NONCOMMISSIONED OFFICER ACADEMY (NCOA) Attendance is limited to TSgt and TSgt selectees. Completion is mandatory before assuming the rank of MSgt. ANG/AFRC may attend in-residence as SSgt or TSgt or complete correspondence course.Mandatory	MSgt 17.5 years Earliest 8 years HYT 26 years
USAF SENIOR NONCOMMISSIONED OFFICER ACADEMY (SNCOA) Attendance is limited to SMSgt, SMSgt selectees, and selected MSgts. Completion is mandatory before assuming the rank of CMSgt.Mandatory ANG/AFRC may complete by correspondence course. ANG/AFRC MSgts may attend in-residence.....Mandatory	SMSgt 21.8 years Earliest 11 years HYT 28 years

3A0X1, KNOWLEDGE OPERATIONS MANAGEMENT EDUCATION AND TRAINING PATH	
EDUCATION AND TRAINING REQUIREMENTS	AVERAGE SEW ON TIME AND COMMENTS
UPGRADE TO SUPERINTENDENT (9-SKILL LEVEL) Awarded upon sew on of SMSgt.....Mandatory AFJQSs/AFQTPs as determined by AFCFM.....Mandatory	CMSgt.....22.8 years Earliest.....14 years HYT.....30 years
CHIEF MASTER SERGEANT LEADERSHIP COURSE (CLC) Attendance is limited to Chief Master Sergeants and Chief Master Sergeant selectees..Mandatory	

NOTE 1: Published sew-on times are 3A0X1 Air Force averages based on 2007 promotion results. Refer to the Air Force Personnel Center's homepage for current information:
<http://ask.afpc.randolph.af.mil/>.

NOTE 2: See Part II, Sections C and D for a list of AFJQSs/AFQTPs and AETC supplemental training.

NOTE 3: All core/duty position tasks must be completed prior to upgrade.

8.2. Occupational Badges. The following guidance outlines requirements for, and heraldic significance of, the Knowledge Operations Management occupational badges. For additional information, see AFI 36-2903, *Dress and Personal Appearance of Air Force Personnel*.



Basic -- Worn upon completion of technical school



Senior -- Worn after award of 7-skill level



Master -- Worn as a master sergeant or above with 5 years in specialty from award of 7-skill level

Heraldic Significance

The scroll and quill were used throughout the ages to record information and knowledge in both the military and private business.

The scroll symbolizes the essence of Knowledge Operations Management: knowledge and the ability to access that knowledge when it is needed. Centuries ago the scroll was the primary means to record all matters of importance. The scroll reminds today's knowledge operations manager of the importance of their responsibilities in the employment of air, space, and cyberspace power. The scroll is unrolled representing the availability of this knowledge to the people and organizations that need it.

The quill historically represents the systems used to record information. While not as technologically advanced as today's automated information management systems, the quill reminds us of the importance of timely and accurate recording of our knowledge. The quill is displayed partially covering the scroll admonishing knowledge operation managers of their duty to protect our data, information, and knowledge from improper disclosure.

The globe represents the span of information management systems around the world and into cyberspace. The globe also represents the large number and divergent groups of customers knowledge operations managers support.

The wreath encompassing the badge represents excellence. The wreath surrounds all the other symbols to show that excellence is the standard of performance for knowledge operations managers.

Section C - Skill Level Training Requirements

9. Purpose. Skill levels in this career field are defined in terms of tasks and knowledge requirements. This section outlines the specialty qualification requirements for each skill level in broad, general terms and establishes the mandatory requirements for entry, award, and retention of each skill level. The specific task and knowledge training requirements are identified in the COL and STS at Part II, Sections A and B of this CFETP. CBT courses refer to in this section may be found at: <https://www.my.af.mil/> (Under “AF IT E-Learning”).

10. Specialty Qualification Requirements.

10.1. Apprentice (3-Level) Training.

KNOWLEDGE	Relationship of data, information, and knowledge. Core competencies of KOM and associated Comm and Info AFSCs. Expeditionary concepts and after-action reporting. Policies and procedures relating to the life cycle of information, including electronic communications, email management, content management, records management, publications, forms, and information systems. Freedom of Information Act, Privacy Act, and document security (FOUO, unclassified, classified). Standard software applications and collaboration tools. Information technology fundamentals. Completion of the basic KOM apprentice course satisfies this mandatory requirement.
EDUCATION	Completion of high school with courses in business, English composition, computer science or information systems, mathematics, web technologies, computer applications, and keyboarding is desirable.
TRAINING	Completion of the Knowledge Operations Management Apprentice course, E3ABR3A031 00AC (PDS X2G) (See Part II, Section B for Course Objective List)
EXPERIENCE	None required.
OTHER	Must maintain an Air Force Network License according to AFI 33-115, Vol 2, <i>Licensing Network Users and Certifying Network Professionals</i> .
IMPLEMENTATION	Entry into training is accomplished by approved retraining from any AFSC or initial classification.

10.2. Journeyman (5-Level) Training.

KNOWLEDGE	All 3A031 knowledge qualifications. Architectures (GCSS-AF, Services Oriented Architecture). Collaboration/web service applications and tools. Records staging operations. Knowledge Management capabilities.
TRAINING	Completion of the 3A051 Career Development Course. Completion of all STS core tasks. Completion of applicable AFJQSs/AFQTPs. Completion of all local tasks assigned for the duty position. Completion of CBT's listed on the Knowledge Operations Management 5-Level USAF Custom Training Track (AF IT e-Learning site).
EXPERIENCE	Qualification in and possession of AFSC 3A031. Experience performing functions such as office management; client support administration, publications and forms management; or preparing, controlling, and processing written and electronic communications.
OTHER	Must maintain an Air Force Network License according to AFI 33-115, Vol 2, <i>Licensing Network Users and Certifying Network Professionals</i> .
IMPLEMENTATION	Entry into formal journeyman upgrade training is accomplished once individuals are assigned to their first duty station. Qualification training is initiated anytime individuals are assigned duties for which they are not qualified. Use OJT, CDCs, and AFJQSs/AFQTPs concurrently to obtain the necessary qualifications.

10.3. Craftsman (7-Level) Training.

KNOWLEDGE	All 3A031 and 3A051 knowledge qualifications. Comm and Info organizational structures. Information/Knowledge Management planning. Liaison/outreach between customers and IT providers. Information integration/presentation.
TRAINING	Completion of 3A071 Career Development Course. (See Part II, Section B for Course Objective List) Completion of all STS core tasks. Completion of applicable AFJQSs/AFQTPs. Completion of all local tasks assigned for the duty position. Completion of CBT's listed on the Knowledge Operations Management 7-Level USAF Custom Training Track (AF IT e-Learning site).
EXPERIENCE	Qualification in and possession of AFSC 3A051. Experience performing or supervising functions such as client support administration, distributing mail and messages; planning and programming; document security; records management; publications and forms; or preparing, monitoring, controlling, and processing written and electronic communications.
OTHER	Must maintain an Air Force Network License according to AFI 33-115, Vol 2, <i>Licensing Network Users and Certifying Network Professionals</i> .
IMPLEMENTATION	Entry into OJT is initiated when individuals are selected for promotion to SSgt. Qualification training is initiated anytime an individual is assigned duties for which they are not qualified. Use OJT, CDCs, and AFJQSs/AFQTPs concurrently to obtain the necessary qualifications.

10.4. Superintendent (9-Level) Training.

KNOWLEDGE	All 3A031, 3A051, and 3A071 knowledge qualifications.
TRAINING	No mandatory AETC training courses are required for upgrade. Completion of CBT's listed on the Knowledge Operations Management 9-Level USAF Custom Training Track (AF IT e-Learning site). Scope Falcon Seminar (https://private.afca.af.mil/seminars/) attendance is highly encouraged.
EXPERIENCE	Qualification in and possession of AFSC 3A071. Experience managing and directing information management processes or resource management.
OTHER	Must maintain an Air Force Network License according to AFI 33-115, Vol 2, <i>Licensing Network Users and Certifying Network Professionals</i> .
IMPLEMENTATION	None.

10.5. Training Sources.

10.5.1. AFSC specific training: 336 TRS, Keesler AFB MS (<https://www.my.af.mil>).

10.5.2. CDC 3A051 and 3A071 are available for upgrade purposes through the unit training manager and satisfy the knowledge requirements specified in the STS.

10.5.3. AFJQs/AFQTPs are Air Force publications and are mandatory for use by personnel in upgrade or qualification training. AFJQS/QTP's may be downloaded from <https://wwwmil.keesler.af.mil/81trss/qflight/index.htm>. Requests for development of AFJQs/AFQTPs are coordinated with the 3A AFCFM. AFJQs/AFQTPs are listed in Part II, Section C, of this CFETP.

10.5.4. Upgrade and qualification training for the duty position, program to be managed, or equipment to be used, is provided by qualified trainers. Requests for qualified trainers/certifiers should be directed to your base 3A0X1 functional manager and base training manager.

10.5.5. The AF IT e-Learning site (accessible through the AF Portal, <https://www.my.af.mil>) is a unique and viable tool to keep Air Force personnel skilled in the technology they use in carrying out their missions by providing information technology training anytime, anywhere to the user's desktop. It is a key training source to support 3A0X1 OJT and should be used by workcenter supervisors to enhance the scope/quality of training already available, reduce training costs, and provide training options not otherwise available. The system is tailored towards flexibility--after registering from a ".mil" location, students can accomplish the user-friendly desktop training courses from any location--work, home, or while TDY.

Section D - Resource Constraints

11. Purpose. This section identifies known resource constraints (funding, facilities, time, manpower, and equipment) that preclude optimal/desired training from being developed or conducted; included are narrative explanations of each resource constraint and an impact statement describing what effect each constraint has on training. Finally, this section includes actions required, OPR, and target completion date. Resource constraints will be, at a minimum, reviewed and updated annually.

12. Helper (1-level) Training.

12.1. Constraints: None.

12.1.1. Impact. N/A

12.1.2. Resources Required. N/A

12.1.3. Action Required. N/A

12.2. OPR/Target Completion Date. N/A

13. Apprentice (3-Level) Training.

13.1. Constraints: To provide intermediate-level performance and knowledge task training (proficiency code "2b") on AF Portal content management, the 3A Technical Training Center requires a separate training view in the operational instantiation of GCSS-AF (a virtual environment of the AF Portal instance with access from Keesler AFB). Until a technical solution is implemented, AF Portal training tasks will be taught to the "b" level.

13.1.1. Impact. The following STS items will have dual proficiency codes (2b/b): 3.3.6.1 - Deploy (Channel, Program, Content), 3.3.6.2 - Add (Channel, Program, Content), 3.3.6.3 - Turn Off-line, 3.3.6.4 - Import Graphics, 3.3.6.5 - Establish links, 3.3.8.1 - HTML Code (Interpret), and 3.3.8.2 - HTML Code (Develop).

13.1.2. Resources Required. Create a separate training view in the operational instantiation of GCSS-AF. Cost estimates are currently unknown.

13.1.3. Action Required. Finalize AF Portal Change Request and develop/implement technical solution.

13.2. OPR/Target Completion Date. OPR: SAF/XCTFE, OCR: SAF/XCDI; 1 Sep 08.

14. Journeyman (5-Level) Training.

14.1. Constraints: None.

14.1.1. Impact. N/A

14.1.2. Resources Required. N/A

14.1.3. Action Required. N/A

14.2. OPR/Target Completion Date. N/A

15. Craftsman (7-Level) Training.

15.1. Constraints: None.

15.1.1. Impact. N/A

15.1.2. Resources Required. N/A

15.1.3. Action Required. N/A

15.2. OPR/Target Completion Date. N/A

Section E - Transition Training Guide

There are currently no transition training requirements. This area is reserved.

PART II

Section A - Specialty Training Standard

1. **Implementation.** This STS will be used for technical training provided by AETC for 3-level classes beginning 20080623 and graduating 20080813.

2. **Purpose.** As prescribed in AFI 36-2201V5 this STS:

2.1. Lists in column 1 (Task, Knowledge, and Technical Reference) the most common tasks, knowledge, and technical references (TR) necessary for Airmen to perform duties in the 3-, 5-, 7- and 9-skill level. Column 2 identifies Core Tasks (3, 5, 7, 9).

2.2. Provides certification for OJT. Column 3 is used to record completion of tasks and knowledge training requirements. Use automated training management systems to document technician qualifications, if available. For initial certification or transcribing documentation complete columns in accordance to AFI 36-2201V3, para 7.8.

2.3. Shows formal training and correspondence course requirements. Column 5A shows the proficiency to be demonstrated on the job by the graduate as a result of training on the task and career knowledge provided by course E3ABR3A031 00AC (PDS X2G), Knowledge Operations Management Apprentice. Column 5B shows the knowledge level an individual should possess after taking the 5-level CDC. Column 5C shows the knowledge level an individual should possess after taking the 7-level CDC. See the AFIADL Catalog maintained at <http://www.maxwell.af.mil/au/afiadl> for current CDC listings.

2.4. Qualitative Requirements. Attachment 1 contains the proficiency code key used to indicate the level of training and knowledge provided by resident training and career development courses.

2.5. Becomes a Job Qualification Standard (JQS) for on-the-job training when loaded against an individual in an automated training system (e.g. TBA) or placed in AF Form 623, On the-Job Training Record, and used according to AFI 36-2201V3.

2.6. Is a guide for development of promotion tests used in the Weighted Airman Promotion System (WAPS). Specialty Knowledge Tests (SKT) are developed at the USAF Occupational Measurement Squadron by senior NCOs with extensive practical experience in their career fields. The tests sample STS knowledge areas judged by test development team members as most appropriate for promotion to higher grades. Questions are based upon study references listed in the Weighted Airman Promotion System (WAPS) catalog. Individual responsibilities are listed in Chapter 1 of AFI 36-2605, *Air Force Military Personnel Testing System*. WAPS is not applicable to the ANG or AFRC.

3. **Recommendations.** Comments and recommendations are invited concerning the quality of AETC training. A Customer Service Information Line (CSIL) has been installed for the supervisors' convenience. For a quick response to concerns, call the CSIL at DSN 597-4566, fax at DSN 597-3790, or e-mail at 81trg-tget@keesler.af.mil. Reference this STS and identify the specific area of concern (paragraph, training standard element, etc.).

BY ORDER OF THE SECRETARY OF THE AIR FORCE

OFFICIAL

MICHAEL W. PETERSON, Lieutenant General, USAF
Chief of Warfighting Integration and
Chief Information Officer

Attachment:
3A0X1 Specialty Training Standard

PREFACE

NOTE 1: Users are responsible for annotating technical references to identify current references pending STS revision. Locate current Air Force publications at <http://www.e-publishing.af.mil/>.

NOTE 2: Core tasks are identified in the STS by a “3,” “5,” “7,” or “9” in Column 2. To be considered fully qualified and eligible for higher skill level award, personnel must be duty position qualified and be trained and certified (see note 7) on all core tasks applicable to the skill level to be awarded. For example, personnel preparing for upgrade to the 5-skill level must be trained and certified on all core tasks identified with a “3” and “5” in Column 2. **While only applicable core tasks must be completed for upgrade IAW AFI 36-2201 V2 and V3, to standardize core task identification for 3A0X1’s, all core tasks must be completed for all 3A0X1s for upgrade.** Only the base training manager, in coordination with the 3A MFM and concurrence of the 3A AFCFM, can waive core task training and/or certification.

NOTE 3: Chemical, Biological, Radiological, Nuclear, and High-Yield Explosive (CBRNE) tasks are identified with a “C” in column 3. CBRNE Task Qualification Training (TQT) provides personnel the ability to maintain proficiency in performing mission-critical tasks in a CBRNE environment. CBRNE TQT guidance is located in AFI 10-2501, *AF Emergency Management (EM) Program Planning and Operations*.

NOTE 4: Knowledge and/or performance tasks are defined in the AFJQS. AFJQS items set the standard for qualification and certification and are mandatory for use in conjunction with this STS when applicable to the duty position.

NOTE 5: All tasks will be trained during wartime.

NOTE 6: Track and manage training for MSgts and below using Training Business Area (TBA).

NOTE 7: Third-party certification is waived for all Knowledge Operations Managers, unless mandated by the 3A MFM.

PROFICIENCY CODE KEY

	SCALE VALUE	DEFINITION: The individual
*Task Performance Levels	1	Can do simple parts of the task. Needs to be told or shown how to do most of the task. (EXTREMELY LIMITED)
	2	Can do most parts of the task. Needs help only on hardest parts. (PARTIALLY PROFICIENT)
	3	Can do all parts of the task. Needs only a spot check of completed work. (COMPETENT)
	4	Can do the complete task quickly and accurately. Can tell or show others how to do the task. (HIGHLY PROFICIENT)
**Task Knowledge Levels	a	Can name parts, tools, and simple facts about the task. (NOMENCLATURE)
	b	Can determine step by step procedures for doing the task. (PROCEDURES)
	c	Can identify why and when the task must be done and why each step is needed. (OPERATING PRINCIPLES)
	d	Can predict, isolate, and resolve problems about the task. (COMPLETE THEORY)
Subject Knowledge Levels	A	Can identify basic facts and terms about the subject. (FACTS)
	B	Can identify relationship of basic facts and state general principles about the subject. (PRINCIPLES)
	C	Can analyze facts and principles and draw conclusions about the subject. (ANALYSIS)
	D	Can evaluate conditions and make proper decisions about the subject. (EVALUATION)

EXPLANATIONS

* A task performance scale value must be used with a task knowledge level value

** A task knowledge scale value may be used alone or with a task performance scale value to define a level of knowledge for a specific task. (Examples: b and 1b). Also, dual scale values are used when the formal course or CDC will not attain established training requirements because of course resource constraints. Dual codes indicate the established requirement followed by a slash mark (/) and the proficiency level that will be attained under existing constraints. (Example: 2b/b)

- This mark is used alone instead of a scale value to show that no proficiency training is provided in the course or CDC.

X This mark is used alone in course columns to show that training is required, but not given, due to limitations in resources.

THIS BLOCK IS FOR IDENTIFICATION PURPOSES ONLY

Personal Data – Privacy Act of 1974

PRINTED NAME OF TRAINEE (<i>Last, First, Middle Initial</i>)		INITIALS (<i>Written</i>)	SSN
PRINTED NAME OF TRAINER AND CERTIFIER AND WRITTEN INITIALS			
N/I	N/I		
N/I	N/I		
N/I	N/I		
N/I	N/I		
N/I	N/I		
N/I	N/I		

1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. CORE TASKS (See Note 2 in STS Preface)	3. CBRNE (See Note 3 in STS Preface)	4. CERTIFICATION FOR OJT					5. PROFICIENCY CODES USED TO INDICATE TRAINING/INFORMATION PROVIDED		
			A	B	C	D	E	A 3 SKILL LEVEL	B 5 SKILL LEVEL	C 7 SKILL LEVEL
			START DATE	STOP DATE	TRAINEE INITIALS	TRAINER INITIALS	CERTIFIER INITIALS	Course	CDC	CDC
1. KNOWLEDGE OPERATIONS MANAGEMENT (KOM) CAREER FIELD TR: AFDD 1-1; AFD 33-3; AFIs 32-7045, 33-101, 36-2618, 38-101; AFMANs 10-401V1, 37-104 (will convert to AFI 33-396); DoDD-8000.1; DoDM 8020.1; 3A0X1 CFETP; AFECD ; WMP 1 Annex D; AFQTP 3A0X1-225E										
1.1. FORCE DEVELOPMENT										
1.1.1. Structure	3							A	A	-
1.1.2. Progression within Air Force Specialty Code (AFSC)	3							A	B	-
1.1.3. 3A0XX AFSC										
1.1.3.1. Duties	3							A	A	-
1.1.3.2. Responsibilities	3							A	A	-
1.1.4. KOM Core Competencies	3							A	B	B
1.1.5. Associated Communications and Information (C&I) AFSCs	3							A	A	-
1.1.6. Workshops										
1.1.6.1. Utilization and Training Workshop	7							-	A	B
1.1.6.2. Training Advisory Groups (ITAG, CTAG, MTAG)								-	A	B
1.1.6.3. Occupational survey								A	A	-
1.2. COMM AND INFO ORGANIZATIONAL STRUCTURE TR: AFI 38-101										
1.2.1. AFCYBER	3							A	A	B
1.2.2. AFNetOps	3							A	A	B

1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. CORE TASKS (See Note 2 in STS Preface)	3. CBRNE (See Note 3 in STS Preface)	4. CERTIFICATION FOR OJT					5. PROFICIENCY CODES USED TO INDICATE TRAINING/INFORMATION PROVIDED		
			A	B	C	D	E	A 3 SKILL LEVEL	B 5 SKILL LEVEL	C 7 SKILL LEVEL
			START DATE	STOP DATE	TRAINEE INITIALS	TRAINER INITIALS	CERTIFIER INITIALS	Course	CDC	CDC
1.2.3. Communications squadron organizational structure	3							A	A	B
1.3. FUNCTIONAL MANAGEMENT TR: AFIs 33-101, 36-2201V1, 36-2845, 38-101; AFMAN 37-104; 3A0X1 CFETP; AFECD ; AFQTP 3A0X1-225E										
1.3.1. Responsibilities										
1.3.1.1. AF Career Field Manager	7							A	A	B
1.3.1.2. MAJCOM Functional Manager	7							A	A	B
1.3.1.3. Base Functional Manager	7							A	A	B
1.3.2. Resource Management										
1.3.2.1. Manpower products								-	-	B
1.3.2.2. Manpower studies								-	-	B
1.3.2.3. Authorization /Organizational Change Request process								-	-	B
1.3.2.4. Manpower standards								-	-	B
1.3.2.5. Allocating personnel								-	-	B
1.3.2.6. Implement/sustain base immersion program								-	-	B
1.3.2.7. Job rotations								-	A	B
1.3.3. Comm and Info awards program								A	A	B
1.4. EXPEDITIONARY/ CONTINGENCY PLANNING TR: AFIs 10-400, 33-101; AFMAN 10-401V1 & 2; WMP-1 Annex D Joint Task Force Information Plan; AFTTP(I) 3-2.22 ; AF Form 209										
1.4.1. AEF cycle posturing	3							A	B	B

1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. CORE TASKS (See Note 2 in STS Preface)	3. CBRNE (See Note 3 in STS Preface)	4. CERTIFICATION FOR OJT					5. PROFICIENCY CODES USED TO INDICATE TRAINING/INFORMATION PROVIDED		
			A	B	C	D	E	A 3 SKILL LEVEL	B 5 SKILL LEVEL	C 7 SKILL LEVEL
			START DATE	STOP DATE	TRAINEE INITIALS	TRAINER INITIALS	CERTIFIER INITIALS	Course	CDC	CDC
1.4.2. Time Phase Forces Deployment Data (TPFDD) overview								-	-	A
1.4.3. Sourcing Requirements										
1.4.3.1. Steady state								A	A	B
1.4.3.2. Contingency/ exercise								A	A	B
1.4.4. UTC Identification										
1.4.4.1. 6KXXX series UTCs	5							A	A	B
1.4.4.2. Non-6KXXX UTCs								A	A	B
1.4.4.3. ART Reporting Responsibilities										
1.4.4.3.1. Personnel, equipment and training								A	A	A
1.4.4.3.2. Unit Deployment Manager (UDM), commander and individual	7							A	A	B
1.4.4.4. Deployment preparation responsibility								A	A	B
1.4.4.5. After action reporting (AF Form 209)	3							A	A	B
1.4.5. UTC Management										
1.4.5.1. LOGDET								-	-	A
1.4.5.2. UTC development								-	-	-
1.4.5.3. MEFPAK								-	-	-
1.4.5.4. MISCAP								A	A	B
1.4.6. War and mobilization plan								-	-	A
1.5. TRAINING TR: AFIs 36-2201V3, 36-2233; AFMAN 37-104, AFQTP 3A0X1-225E										
1.5.1. Attend base 3A immersion training								-	-	-
1.5.2. On-the-Job Training										
1.5.2.1. Attend Air Force Trainers Course								-	-	-
1.5.2.2. CFETP/AFJQS/AFQTP	5							A	A	B

1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. CORE TASKS (See Note 2 in STS Preface)	3. CBRNE (See Note 3 in STS Preface)	4. CERTIFICATION FOR OJT					5. PROFICIENCY CODES USED TO INDICATE TRAINING/INFORMATION PROVIDED		
			A	B	C	D	E	A 3 SKILL LEVEL	B 5 SKILL LEVEL	C 7 SKILL LEVEL
			START DATE	STOP DATE	TRAINEE INITIALS	TRAINER INITIALS	CERTIFIER INITIALS	Course	CDC	CDC
1.5.3. Supervisor/Trainer Responsibilities										
1.5.3.1. Assign trainers/certifiers								-	-	-
1.5.3.2. Provide initial orientation to trainees								-	-	-
1.5.3.3. Evaluate trainees to determine training requirements								-	-	-
1.5.3.4. Develop/implement Master Training Plan (MTP)								-	A	B
1.5.3.5. Establish/monitor training timelines/milestones								-	-	-
1.5.3.6. Conduct task training								-	-	-
1.5.3.7. Quality Assurance (QA) program								-	A	A
1.5.4. Upgrade Training										
1.5.4.1. Monitor UGT								-	A	B
1.5.4.2. Manage CDC Process										
1.5.4.2.1. CDC failure responsibilities								A	A	B
1.5.4.2.2. Counsel trainees on training progress								-	-	-
1.5.4.3. Validate UGT qualifications								-	-	-
1.5.4.4. Submit/process upgrade request								-	-	-
1.5.4.5. Recommend personnel for training								-	-	-
1.5.4.6. Evaluate training effectiveness								-	-	-
1.5.5. Prepare Subordinates for Deployment										
1.5.5.1. UTC/MISCAP-specific training								-	-	-
1.5.5.2. Ancillary training								-	-	-
1.5.5.3. Just-in-Time (JIT) training								-	-	-

1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. CORE TASKS (See Note 2 in STS Preface)	3. CBRNE (See Note 3 in STS Preface)	4. CERTIFICATION FOR OJT					5. PROFICIENCY CODES USED TO INDICATE TRAINING/INFORMATION PROVIDED		
			A	B	C	D	E	A 3 SKILL LEVEL	B 5 SKILL LEVEL	C 7 SKILL LEVEL
			START DATE	STOP DATE	TRAINEE INITIALS	TRAINER INITIALS	CERTIFIER INITIALS	Course	CDC	CDC
1.5.5.4. Correlate training with ART and SORTS reporting								-	-	-
1.5.5.5. Validate individuals capabilities during AEF training window								-	-	-
1.5.5.6. Provide refresher training prior to deployment departure								-	-	-
1.5.5.7. Document training accomplished during deployment								-	-	-
1.5.6. Automated Training Tools to Manage/Document Training (Training Business Area)										
1.5.6.1. Develop Workcenter Task List (STS, JQS, Local, Wartime)								-	-	-
1.5.6.2. Create individual training plan								-	-	-
1.5.6.3. Document training								-	-	-
1.5.6.4. Retrieve/analyze automated training reports (e.g., TVL/task coverage)								-	-	-
1.5.6.5. Transcribe training to new product								-	-	-
1.5.6.6. Assign system user roles								-	-	-
1.5.6.7. Create/assign local tasks								-	-	-
1.5.6.8. Enter required journal entries (automated AF Form 623A)								-	-	-
1.5.6.9. Establish personnel accountability process (PCS/PCA/separation/retirement)								-	-	-
2. DATA MANAGEMENT TR: DoDD 8320.2; Joint Pub 6.0; AFPD 33-3; AFI 33-133; AFMAN 37-104 (will convert to AFI 33-396); AFTTP (I) 3-2.22										

1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. CORE TASKS (See Note 2 in STS Preface)	3. CBRNE (See Note 3 in STS Preface)	4. CERTIFICATION FOR OJT					5. PROFICIENCY CODES USED TO INDICATE TRAINING/INFORMATION PROVIDED		
			A	B	C	D	E	A 3 SKILL LEVEL	B 5 SKILL LEVEL	C 7 SKILL LEVEL
			START DATE	STOP DATE	TRAINEE INITIALS	TRAINER INITIALS	CERTIFIER INITIALS	Course	CDC	CDC
2.1. Cognitive hierarchy (data, information, knowledge, understanding/wisdom)	3							A	B	B
2.2. Combat Information Transfer System (CITS)								-	A	B
2.3. Global Command and Control Systems (GCCS)								-	A	-
2.4. Global Combat Support Systems – Air Force (GCSS-AF)	5							-	A	B
2.5. Joint Technical Architecture (JTA) – Air Force								-	A	B
2.6. Global Information Grid								-	A	B
2.7. Services Oriented Architecture (SOA) TR: SOA Playbook										
2.7.1. Overview	5							A	A	B
2.7.2. Components	5							A	A	B
2.8. Services Oriented Enterprise (SOE)	5							-	A	B
2.9. DATABASE										
2.9.1. Data elements/structure								A	A	B
2.9.2. Design										
2.9.2.1. Logical								A	A	B
2.9.2.2. Physical								A	A	B
2.9.2.3. Security								A	A	B
2.9.2.4. Normalization								-	A	B
2.9.3. Access Methods										
2.9.3.1. Create, modify tables								2b	b	b
2.9.3.2. Create, modify queries		C						2b	b	b
2.9.3.3. Create, modify forms								2b	b	b
2.9.3.4. Create, modify reports		C						2b	b	b
2.9.4. Maintenance								2b	A	B

1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. CORE TASKS (See Note 2 in STS Preface)	3. CBRNE (See Note 3 in STS Preface)	4. CERTIFICATION FOR OJT					5. PROFICIENCY CODES USED TO INDICATE TRAINING/INFORMATION PROVIDED		
			A	B	C	D	E	A 3 SKILL LEVEL	B 5 SKILL LEVEL	C 7 SKILL LEVEL
			START DATE	STOP DATE	TRAINEE INITIALS	TRAINER INITIALS	CERTIFIER INITIALS	Course	CDC	CDC
2.9.5. User documentation								A	A	B
3. INFORMATION MANAGEMENT TR: AFD 33-3; AFIs 33-321, 33-119; AFH 33-337; AFMANs 33-128, 33-129, 33-326; 37-104 (will convert to AFI 33-396); Section 508										
3.1. ELECTRONIC-COMMUNICATIONS										
3.1.1. Internet policy familiarization	3							A	A	B
3.1.2. Collaboration/web service applications and tools familiarization	5							-	A	B
3.1.3. Internet release package								A	A	B
3.1.4. Emerging technologies								A	A	A
3.1.5. Information life cycle management	3							A	B	B
3.2. E-MAIL MANAGEMENT										
3.2.1. Configure user/organizational mailboxes	3	C						2b	b	-
3.2.2. Create distribution lists	3	C						2b	b	-
3.2.3. Create folders (public, personal, private)	3	C						2b	b	-
3.2.4. Move mailboxes	3							2b	b	-
3.2.5. Mailbox maintenance	3							2b	b	-
3.2.6. Track messages (tracking, read receipts)	3	C						2b	-	-
3.2.7. Filing e-mails (organization, records management)	3							2b	b	-
3.2.8. Demonstrate back-up methods	3							2b	b	-

1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. CORE TASKS (See Note 2 in STS Preface)	3. CBRNE (See Note 3 in STS Preface)	4. CERTIFICATION FOR OJT					5. PROFICIENCY CODES USED TO INDICATE TRAINING/INFORMATION PROVIDED		
			A	B	C	D	E	A 3 SKILL LEVEL	B 5 SKILL LEVEL	C 7 SKILL LEVEL
			START DATE	STOP DATE	TRAINEE INITIALS	TRAINER INITIALS	CERTIFIER INITIALS	Course	CDC	CDC
3.3. AIR FORCE PORTAL TR: AF EIM CONOP; AF EIM Strategy; AF Portal Publishing Training Site ; Air Force Portal Content Publishing Training Guides										
3.3.1. Program objectives	3							A	A	B
3.3.2. Roles	3							A	A	B
3.3.3. Training responsibilities (Base-Level Content Manager, Content Manager, Content Publisher)								A	A	B
3.3.4. Base Content Manager										
3.3.4.1. Tivoli Access Manager (TAM) management								-	-	-
3.3.4.2. Change password								-	-	-
3.3.4.3. Update/change MAJCOM profile								-	-	-
3.3.4.4. Grant publishing rights								-	-	-
3.3.4.5. Perform channel administration								-	-	-
3.3.5. Information Architecture and Taxonomy										
3.3.5.1. Format publishing columns								-	-	-
3.3.5.2. Left navigation publishing								-	-	-
3.3.5.3. Right navigation publishing								-	-	-
3.3.6. Content Management										
3.3.6.1 Deploy (Channel, Program, Content)	3	C						2b/b	b	b
3.3.6.2 Add (Channel, Program, Content)	3	C						2b/b	b	b
3.3.6.3. Turn off-line	3							2b/b	b	b
3.3.6.4. Import graphics	3							2b/b	b	b
3.3.6.5. Establish links	3							2b/b	b	b

1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. CORE TASKS (See Note 2 in STS Preface)	3. CBRNE (See Note 3 in STS Preface)	4. CERTIFICATION FOR OJT					5. PROFICIENCY CODES USED TO INDICATE TRAINING/INFORMATION PROVIDED		
			A	B	C	D	E	A 3 SKILL LEVEL	B 5 SKILL LEVEL	C 7 SKILL LEVEL
			START DATE	STOP DATE	TRAINEE INITIALS	TRAINER INITIALS	CERTIFIER INITIALS	Course	CDC	CDC
3.3.7. AF Portal deployment cycle	3							A	A	A
3.3.8. HTML Code										
3.3.8.1. Interpret	3							2b/b	A	B
3.3.8.2. Develop	3							2b/b	A	B
3.3.9. Enterprise Information Management (EIM) Tools										
3.3.9.1. Capabilities	3							A	B	B
3.3.9.2. MS SharePoint										
3.3.9.2.1. Establish collaborative site	3							2b	b	b
3.3.9.2.2. Establish links	3							2b	b	b
3.3.9.2.3. Add/remove content	3	C						2b	b	b
3.3.9.2.4. Insert/prepare graphics	3							2b	b	b
3.3.9.2.5. Set content e-mail	3							2b	b	b
3.3.9.2.6. Create workflow	3							A	A	A
3.3.9.2.7. Create document	3							2b	b	b
3.3.9.2.8. Troubleshoot user	3							A	A	A
3.3.9.2.9. Information Architecture and Taxonomy										
3.3.9.2.9.1. Design web site	3							2b	A	B
3.3.9.2.9.2. Add web parts	3							2b	b	b
3.3.9.2.9.3. Modify web parts	3							2b	b	b
3.3.9.2.9.4. Saves sites as templates	3							2b	b	b
3.3.9.2.10. Knowledge Sharing										
3.3.9.2.10.1. Users (authenticated/ non-authenticated)	3							A	A	A
3.3.9.2.10.2. Search share drives	3							A	A	A
3.3.9.2.10.3. Search collaborative sites	3							A	A	A
3.3.9.2.10.4. Create/maintain dashboards	3							-	-	-

1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. CORE TASKS (See Note 2 in STS Preface)	3. CBRNE (See Note 3 in STS Preface)	4. CERTIFICATION FOR OJT					5. PROFICIENCY CODES USED TO INDICATE TRAINING/INFORMATION PROVIDED		
			A	B	C	D	E	A 3 SKILL LEVEL	B 5 SKILL LEVEL	C 7 SKILL LEVEL
			START DATE	STOP DATE	TRAINEE INITIALS	TRAINER INITIALS	CERTIFIER INITIALS	Course	CDC	CDC
3.4. RECORDS MANAGEMENT PROGRAM TR: AFPDs 33-1, 33-3; AFIs 33-322, 33-364; AFMANs 37-104 (will convert to AFI 33-396), 37-123; Title 44, USC; AF Records Information Management System (AFRIMS); AF Records Management Interim Solution Guide										
3.4.1. Program objectives	3							A	A	B
3.4.2. Responsibilities	3							A	A	B
3.4.3. Staff assistance								A	A	B
3.4.4. Electronic records management solutions	3							A	A	-
3.4.5. Declare records								-	-	-
3.4.6. Interfaces with other systems								-	-	-
3.4.7. Files Maintenance Disposition Plan (Paper/Electronic)										
3.4.7.1. Prepare file maintenance and disposition plan (e.g. AFRIMS)	3							2b	B	B
3.4.7.2. Prepare files disposition labels	3							2b	B	-
3.4.7.3. Prepare file folder labels	3							2b	B	-
3.4.7.4. Use cross-reference documents	3							2b	B	-
3.4.7.5. File and retrieve documents	3							2b	B	-
3.4.7.6. Charge-out records	3							2b	B	-
3.4.7.7. Cutoff procedures	3							2b	B	B
3.4.7.8. Use disposition processes	3							2b	B	B
3.4.7.9. Prepare file drawer labels	3							2b	B	-
3.4.7.10. Vital Records										
3.4.7.10.1. Identify	3							A	A	B

1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. CORE TASKS (See Note 2 in STS Preface)	3. CBRNE (See Note 3 in STS Preface)	4. CERTIFICATION FOR OJT					5. PROFICIENCY CODES USED TO INDICATE TRAINING/INFORMATION PROVIDED		
			A	B	C	D	E	A 3 SKILL LEVEL	B 5 SKILL LEVEL	C 7 SKILL LEVEL
			START DATE	STOP DATE	TRAINEE INITIALS	TRAINER INITIALS	CERTIFIER INITIALS	Course	CDC	CDC
3.4.7.10.2. Protect	3	C						A	A	B
3.4.7.10.3. Declare	3							2b	A	B
3.4.8. Staging Operations										
3.4.8.1. End of CY/FY actions	5							-	B	B
3.4.8.2. Accountability (e.g. SF 135 in AFRIMS)	5							-	B	B
3.4.8.3. Records transfer	5							-	B	B
3.4.8.4. Managing deployed records	5							-	B	B
3.4.8.5. Facility requirements	5							-	B	B
3.4.8.6. Destruction	5							-	B	B
3.4.9. Records disposition recommendations								-	A	B
3.4.10. Federal Register requirements TR: AFI 33-320								-	A	B
3.5. PUBLICATIONS AND FORMS COORDINATION TR: AFIs 33-324, 33-332, 37-138										
3.5.1. Review for Privacy Act (PA) compliance								-	A	B
3.5.2. Review for creation of records								-	A	B
3.5.3. Review for disposition of records								-	A	B
3.5.4. Review for Information Collection Report Control compliance								-	A	B
3.6. FREEDOM OF INFORMATION ACT (FOIA) PROGRAM TR: DoD 5400.7/AF Sup										
3.6.1. Program objectives	3							A	A	B
3.6.2. Responsibilities	3							A	A	B
3.6.3. Processing requests								-	A	B
3.6.4. Reading rooms (http://www.foia.af.mil/)								-	A	-

1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. CORE TASKS (See Note 2 in STS Preface)	3. CBRNE (See Note 3 in STS Preface)	4. CERTIFICATION FOR OJT					5. PROFICIENCY CODES USED TO INDICATE TRAINING/INFORMATION PROVIDED		
			A	B	C	D	E	A 3 SKILL LEVEL	B 5 SKILL LEVEL	C 7 SKILL LEVEL
			START DATE	STOP DATE	TRAINEE INITIALS	TRAINER INITIALS	CERTIFIER INITIALS	Course	CDC	CDC
3.6.5. End-of-year reports								-	A	B
3.7. PRIVACY ACT (PA) PROGRAM TR: AFI 33-332; http://defenseink.dtic.mil/privacy/notices/usaf										
3.7.1. Program objectives	3							A	A	B
3.7.2. Responsibilities	3							A	A	B
3.7.3. Processing requests								-	A	-
3.7.4. Privacy Act (PA) Material										
3.7.4.1. Marking (Paper/Electronic)	3	C						A	A	B
3.7.4.2. Access	3							A	A	B
3.7.4.3. Protection	3	C						A	A	B
3.7.4.4. Disposal	3	C						A	A	B
3.7.4.5. PA warning banners	3							A	A	B
3.8. FOR OFFICIAL USE ONLY (FOUO) TR: DoDR 5400.7/AF Sup										
3.8.1. Define	3							A	A	B
3.8.2. Marking	3	C						A	A	B
3.8.3. Access	3							A	A	B
3.8.4. Protection	3	C						A	A	B
3.8.5. Disposal	3	C						A	A	B
3.9. COMPUTER APPLICATIONS TR: AFMANs 33-326, 37-104										
3.9.1. Use word-processing applications	3	C						2b	-	-
3.9.2. Use database applications	3							2b	-	-
3.9.3. Use spreadsheet applications	3							2b	-	-
3.9.4. Use graphic presentation applications	3	C						2b	-	-
3.9.5. Use electronic forms applications	3	C						2b	-	-

1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. CORE TASKS (See Note 2 in STS Preface)	3. CBRNE (See Note 3 in STS Preface)	4. CERTIFICATION FOR OJT					5. PROFICIENCY CODES USED TO INDICATE TRAINING/INFORMATION PROVIDED		
			A	B	C	D	E	A 3 SKILL LEVEL	B 5 SKILL LEVEL	C 7 SKILL LEVEL
			START DATE	STOP DATE	TRAINEE INITIALS	TRAINER INITIALS	CERTIFIER INITIALS	Course	CDC	CDC
3.9.6. Use electronic mail applications	3	C						2b	-	-
3.10. OFFICIAL MAIL MANAGEMENT TR: AFD 31-4; AFI 31-401; DoD 4525.8M/AF SUP and DoD 4525.6M										
3.10.1. Training										
3.10.1.1. Mail classes								-	A	-
3.10.1.2. Process accountable mail		C						-	A	-
3.10.1.3. Process official mail								-	A	-
3.10.2. Document Security TR: AFDs 31-4, 33-2; AFI 31-401										
3.10.2.1. Security classification designations	3							A	A	-
3.10.3. Classified Material										
3.10.3.1. Marking	3	C						A	B	-
3.10.3.2. Safekeeping	3	C						A	B	-
3.10.3.3. Security incidents	3							A	B	-
3.10.3.4. Access	3	C						A	B	-
3.10.3.5. Accountability	3	C						A	B	-
3.10.3.6. Transmission	3	C						A	B	-
3.10.3.7. Disposal	3	C						A	B	-
3.10.4. Use Air Force Address Directory TR: AFMAN 33-326; https://private.afca.af.mil/afdir/								A	-	-
3.10.5. Correspondance Management TR: AFIs 33-119, 33-321; AFMANs 33-128, 33-326, AFH 33-337										
3.10.5.1. Create official memorandum	3							2b	B	-
3.10.5.2. Other written communications (e.g. Staff Summary Sheet, MFR)	3							A	B	-

1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. CORE TASKS (See Note 2 in STS Preface)	3. CBRNE (See Note 3 in STS Preface)	4. CERTIFICATION FOR OJT					5. PROFICIENCY CODES USED TO INDICATE TRAINING/INFORMATION PROVIDED		
			A	B	C	D	E	A 3 SKILL LEVEL	B 5 SKILL LEVEL	C 7 SKILL LEVEL
			START DATE	STOP DATE	TRAINEE INITIALS	TRAINER INITIALS	CERTIFIER INITIALS	Course	CDC	CDC
3.10.5.3. E-mail policy management TR: AFI 33-119								A	A	-
3.10.5.4. E-mail etiquette								A	A	-
3.11. PUBLICATIONS AND FORMS TR: AFI 33-360										
3.11.1. Program objectives	5							A	A	-
3.11.2. Responsibilities								A	A	-
3.11.3. Formats								A	A	-
3.11.4. Categories								A	A	-
3.11.5. Review/coordination								-	A	-
3.11.6. Electronic Publishing http://www.e-publishing.af.mil/										
3.11.6.1. Establish account	3							b	A	-
3.11.6.2. Order physical products	3							b	A	-
3.11.6.3. Product announcements	3							A	A	-
3.11.6.4. Subscription services	3							b	A	-
3.11.6.5. Access publications/forms	3	C						2b	A	-
3.11.6.6. Update Publications										
3.11.6.6.1. Interim Changes (IC)	3							A	A	-
3.11.6.6.2. Administrative Changes (AC)	3							A	A	-
3.11.6.6.3. Policy and guidance memorandums								-	A	-
3.12. Information/Knowledge Management Planning	7							-	-	B
4. KNOWLEDGE MANAGEMENT (KM) TR: AFMAN 37-104 (will convert to AFI 33-396)										
4.1. KM Overview/Definition	3							A	A	B

1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. CORE TASKS (See Note 2 in STS Preface)	3. CBRNE (See Note 3 in STS Preface)	4. CERTIFICATION FOR OJT					5. PROFICIENCY CODES USED TO INDICATE TRAINING/INFORMATION PROVIDED		
			A	B	C	D	E	A 3 SKILL LEVEL	B 5 SKILL LEVEL	C 7 SKILL LEVEL
			START DATE	STOP DATE	TRAINEE INITIALS	TRAINER INITIALS	CERTIFIER INITIALS	Course	CDC	CDC
4.2. KM Phases	3							A	A	B
4.3. KM Capabilities (Technical/Organizational)	5							A	A	B
4.4. Knowledge Based Operations (KBO) Overview	5							A	A	B
4.5. COLLABORATIVE TOOLS										
4.5.1. Establish Community of Practice (CoP)	3							b	A	B
4.5.2. Manage users	3							2b	A	B
4.5.3. Add links	3							2b	A	B
4.5.4. Insert graphics	3							2b	A	B
4.6. Liaison between customer and IT providers	7							-	A	B
4.7. Information integration/presentation	7							-	A	B
5. INFORMATION TECHNOLOGIES (IT) FUNDAMENTALS										
5.1. ELECTRONICS SUPPORT										
5.1.1. Safety	3							B	A	-
5.1.2. First Aid	3							B	A	-
5.1.3. Electrostatic Discharge (ESD) control	3							B	A	-
5.1.4. Electromagnetic Effects (EMP/EMI)	3							B	A	-
5.1.5. Metric Notation										
5.1.5.1. Powers of ten	3							A	A	-
5.1.5.2. Electrical prefixes	3							A	A	-
5.2. DIGITAL NUMBERING SYSTEMS (Internal Data Representation)										
5.2.1. Conversions										
5.2.1.1. Binary	3							A	A	-
5.2.1.2. Hexadecimal	3							A	A	-
5.2.1.3. Binary coded decimal	3							A	A	-
5.2.2. Calculate hexadecimal numbers	3							A	A	-

1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. CORE TASKS (See Note 2 in STS Preface)	3. CBRNE (See Note 3 in STS Preface)	4. CERTIFICATION FOR OJT					5. PROFICIENCY CODES USED TO INDICATE TRAINING/INFORMATION PROVIDED		
			A	B	C	D	E	A 3 SKILL LEVEL	B 5 SKILL LEVEL	C 7 SKILL LEVEL
			START DATE	STOP DATE	TRAINEE INITIALS	TRAINER INITIALS	CERTIFIER INITIALS	Course	CDC	CDC
5.3. BASIC COMPUTER FUNDAMENTALS										
5.3.1. Communications/Network Protocols										
5.3.1.1. International Standards Organization (ISO) Open Systems Interconnect (OSI) Model	3							A	B	-
5.3.1.2. TCP/IP stack	3							A	A	-
5.3.1.3. Department of Defense (DoD) standards protocol								A	A	-
5.3.1.4. IPv4/IPV6	3							A	A	-
5.3.1.5. Ports (IP)	3							A	A	-
5.3.2. Network Theory/Components										
5.3.2.1. Components										
5.3.2.1.1. Component principles	3							A	A	-
5.3.2.1.2. Central Processing Unit (CPU)	3							A	A	-
5.3.2.1.3. Computer memory	3							A	A	-
5.3.2.1.4. Input/output (I/O) devices	3							A	A	-
5.3.2.1.5. Storage devices	3							A	A	-
5.3.2.1.6. Peripherals (printers, FAX, scanners, etc)	3							A	A	-
5.3.2.2. Network Types										
5.3.2.2.1. Wired (LAN, WAN, MAN)	3							A	B	-
5.3.2.2.2. Wireless	3							A	B	-
5.3.2.2.3. Virtual Private Network (VPN)	3							A	B	-
5.3.2.2.4. Video teleconference	3							A	A	-
5.3.2.2.5. Topologies (star, ring, bus, hybrid, etc)	3							A	A	-
5.3.2.2.6. Switching techniques (ATM, ISDN, GIG-E, etc)	3							B	B	-
5.3.3. Theory and Operation of Data Terminal Equipment/Data Communications Equipment (DTE/DCE)										
5.3.3.1. Modems	3							B	B	-

1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. CORE TASKS (See Note 2 in STS Preface)	3. CBRNE (See Note 3 in STS Preface)	4. CERTIFICATION FOR OJT					5. PROFICIENCY CODES USED TO INDICATE TRAINING/INFORMATION PROVIDED		
			A	B	C	D	E	A 3 SKILL LEVEL	B 5 SKILL LEVEL	C 7 SKILL LEVEL
			START DATE	STOP DATE	TRAINEE INITIALS	TRAINER INITIALS	CERTIFIER INITIALS	Course	CDC	CDC
5.3.3.2. Line drivers	3							B	B	-
5.3.3.3. Converters	3							B	B	-
5.3.3.4. Gateways	3							B	B	-
5.3.3.5. Switches	3							B	B	-
5.3.3.6. Multiplexers	3							B	B	-
5.3.3.7. Bridges/routers	3							B	B	-
5.3.3.8. Encryption/COMSEC devices (e.g. data and voice)	3							B	B	-
5.3.3.9. Communications mediums	3							B	B	-
5.3.3.10. LAN architecture	3							B	B	-
5.3.4. Software										
5.3.4.1. Software	3							B	B	-
5.3.4.2. Operating Systems (UNIX, Windows, LINUX, etc)	3							B	B	-
5.3.4.3. Anti-virus software	3							B	A	-
5.4. CRYPTOLOGY (BOUND AND UNBOUND)										
5.4.1. Separation requirements	3							A	A	-
5.4.2. COMSEC	3							A	A	-
5.5. NETWORK SECURITY										
5.5.1. Network vulnerabilities	3							B	B	-
5.5.2. Preventative measures	3							B	B	-
5.5.3. Identity management	3							B	A	-
5.5.4. Wireless network security	3							B	B	-
5.5.5. Security programs (OPSEC, INFOSEC, EMSEC, COMPUSEC, etc)	3	C						B	B	-
6. COMPUTER-BASED TRAINING TR: https://www.my.af.mil (under AF IT e-Learning site)										
6.1. Complete 3A0X1 5-skill level IT e-Learning custom training track	5							-	-	-

1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. CORE TASKS (See Note 2 in STS Preface)	3. CBRNE (See Note 3 in STS Preface)	4. CERTIFICATION FOR OJT					5. PROFICIENCY CODES USED TO INDICATE TRAINING/INFORMATION PROVIDED		
			A	B	C	D	E	A 3 SKILL LEVEL	B 5 SKILL LEVEL	C 7 SKILL LEVEL
			START DATE	STOP DATE	TRAINEE INITIALS	TRAINER INITIALS	CERTIFIER INITIALS	Course	CDC	CDC
6.2. Complete 3A0X1 7-skill level IT e-Learning custom training track	7							-	-	-
6.3. Complete 3A0X1 9-skill level IT e-Learning custom training track	9							-	-	-
200. AIR FORCE JOB QUALIFICATION STANDARDS APPLICABLE TO 3A0X1 TR: AFI 36-2233; CFETP 3A0X1 (See Note 4)										
225.4. AFJQS 3A0X1-225D, Network Professional Certification for Client Support Administrators								-	-	-
225.5. AFQTP 3A0X1-225E, Base IM Functional Manager Handbook								-	-	-

Section B - Course Objective List

4. Measurement. Each objective is indicated as follows: **W** indicates task or subject knowledge which is measured using a written test, **PC** indicates required task performance which is measured with a performance progress check, and **PC/W** indicates separate measurement of both knowledge and performance elements using a written test and a progress check.

5. Standard. The standard is 70% on written examinations. Standards for performance measurement are indicated in the objective and delineated on the individual progress checklist. Instructor assistance is provided as needed during the progress check, and students may be required to repeat all or part of the behavior until satisfactory performance is attained.

6. Proficiency Level. Most task performance is taught to the “2b” proficiency level which means the student can do most parts of the task, but does need assistance on the hardest parts of the task (partially proficient). The student can also determine step by step procedures for doing the task.

7. Course Objectives. These objectives are listed in the sequence taught by Block of Instruction. Because the KOM career field is ever changing, we are providing a website with a “living” course objective list (COL). As changes are made to the courses they will also be made to the website. Use the following link to get started, and then navigate to the COL by selecting the 81 TRW, 81 TRG, and finally the 336 TRS to locate the COL for the Knowledge Operations Management Apprentice course (<https://www.my.af.mil>)

Section C - Support Materials

8. The following list of support materials is not all-inclusive; however, it covers the most frequently referenced areas. The most current products can be found at the 81 TRSS/TSQ web page and are available for download from the web site at <https://wwwmil.keesler.af.mil/81trss/qflight/index.htm>. These training products are also listed on the AF e-Publishing web site (<http://www.e-publishing.af.mil/>). Requests for revising or creating products are coordinated with the 3A0X1 AF Career Field Manager.

8.1. AFJQSs/AFQTPs applicable to AFSC 3A0X1:

<u>Publication No.</u>	<u>Pseudo File Code</u>	<u>Publication Title</u>
AFJQS 3A0X1-225D	3A0X1-225.4.	Network Professional Certification for Client Support Administrators
AFQTP 3A0X1-225E	N/A	Base Information Manager Functional Manager's Handbook

8.2. AFJQSs/AFQTPs currently in/scheduled for development: **None**.

Section D - Training Course Index

9. Purpose. This section of the CFETP identifies training courses available for continuation/ supplemental training. For information on all formal courses, refer to the Air Force Education and Training Course Announcements (ETCA) database, formerly AFCAT 36-2223, *USAF Formal Schools Catalog*, at <https://etca.randolph.af.mil/>.

10. Air Force In-Residence Courses.

<u>Course Number</u>	<u>Course Title</u>	<u>Location</u>
E3ABR3A031 00AC	Knowledge Operations Management	Keesler
MCADRE 005	Information Warfare Application	Maxwell
MCADRE 002	Contingency Wartime Planners Course	Maxwell

11. AF Communications Agency (AFCA) Seminars. For AFCA courses and descriptions go to the AFCA website at <https://private.afca.af.mil/seminars/>.

12. Air Force Institute for Advanced Distributed Learning (AFIADL) Courses. For a current listing of AFIADL courses go to <http://www.maxwell.af.mil/au/afiadl>.

13. Exportable Courses.

For a current list of available CBT courses refer to the AF IT E-Learning site (accessible through the AF Portal, <https://www.my.af.mil>).

Section E - MAJCOM Unique Requirements

14. None.

Section F - Recommended Professional Reading List

A professional reading list for Knowledge Operations Managers is available via the IM and Postal website. The selections contained in this list cover a wide variety of topics ranging from public laws to information technology texts to commercial periodicals. The listing of a selection is not intended to nor does it reflect an official endorsement of the individual publications and/or the author's opinions or perspectives. The more familiar you are with concepts contained in these publications, the better informed you will become and, ultimately, the better prepared you will be to help the Air Force achieve information superiority.